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For more information, contact:
Mike Gowrylow
(360) 570-6048

Revenue Earns Washington State Quality Award

OLYMPIA, Wash., May 15, 2008 — The Washington State Quality Award (WSQA) program has named the Washington State Department of Revenue recipient of its Achievement Award.

The intermediate-level recognition, which acknowledges organizations that demonstrate a serious commitment to performance excellence and a process for continuous improvement, was presented to the Department at the 2008 WSQA Symposium on May 14.

“I am pleased that WSQA judges appreciated the advances the Department of Revenue has made through strategic planning and close adherence to quality improvement principles,” Department Director Cindi Holmstrom said. “We’ve emphasized making it easier to do business in Washington while ensuring that all taxpayers pay their fair share.”

She pointed out that Revenue has a ten-year history of utilizing the Baldrige Criteria, a noted national framework for achieving organizational excellence.

Judges who reviewed Revenue’s application noted that the Department has used technological and work process advances to accommodate more than twice as many registered businesses over the last 15 years with little increase in staffing levels.

Advancements included making more information available online to improve voluntary compliance, and allowing businesses to file and pay their taxes electronically, significantly reducing paperwork handling and tax return errors. Compliance also was increased through effective data mining and analysis to target audits and identify unregistered businesses.

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